

SANTA CRUZ COUNTY OFFICE OF EDUCATION
COMPUTER/MULTIMEDIA TECHNICAL ASSISTANT

DEFINITION

Under general supervision, to perform a variety of technical duties involved in operating and maintaining data processing and video equipment used in a Video/Computer Academy in conjunction with the County Office of Education's Regional Occupational Program (ROP). Employees in this classification use independent judgment and initiative for the purposes of providing hardware and software technical guidance and support to students and staff assigned to this program. Serve as a liaison between ROP and school site clients by performing effective and timely resolutions to users' requests, inquiries, and functions and by administering local area networks.

SUPERVISION EXERCISED

Exercise no supervision over County Office and school site staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Assist Academy instructors in integrating software with computer and video equipment to assure that the various systems interface properly.

Identify problems and take corrective action to solve computer hardware and software malfunctions.

Provide technical support to users; solve computer, printer, monitor, modem, and multi-media equipment problems; analyze operating problems; determine and perform corrective action.

Test new software to ensure effective performance with hardware; test and research new products, and determine ability to fulfill user needs.

Test curriculum components to ensure that hardware and software are compatible with the stated outcomes.

Interview users regarding software system malfunctions, faulty signs, and related matters.

Perform preliminary diagnostic tests of software systems.

Gather and record appropriate data related to testing procedures.

Analyze available facts, records, and other data to determine action for resolution of an inquiry.

Refer complex or highly technical inquiries to appropriate staff for resolution.

Provide procedural and informational support to users regarding system activities and operations. Make on-site visits to users for training and/or diagnostic purposes.

Train users in the proper use and operation of new or existing systems.

Prepare and update user manuals.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Create, maintain, update, and distribute written documentation manual.

Develop workshop curriculum and materials.

Schedule and conduct presentations, seminars, and training sessions.

Evaluate PC software and hardware; install, maintain, update and troubleshoot microcomputer software applications and memory management.

Install configure, and update microcomputer hardware and peripherals.

Coordinate the County Office's local area network, mini-computers and related software, and mini-computer systems.

Administer a local area network (LAN); install, maintain, update and troubleshoot microcomputer software applications and memory management.

Perform a variety of system management functions including system security, menu system updates, system shutdown and recovery, and maintenance of electronic mail system.

Attend and participate in staff meetings and in-service activities; attend workshops, conferences, and classes to increase professional knowledge.

Maintain confidentiality of data and information.

Install and relocate computer hardware, software, and peripherals at program site.

Perform duties using a variety of personal computer programs including database, spreadsheet, word processing, and multi-media applications.

Perform general maintenance and cleaning of computer and multi-media equipment.

Participate in related workshops and training.

Perform related duties and responsibilities as assigned.

OTHER JOB RELATED DUTIES:

Interact with students.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

Principles of data communication.

Principles and methods of training and instruction.

Principles, methods, techniques, procedures, and practices of computer systems/programs, multimedia and video editing equipment, all using Macintosh and/or IBM systems.

Word processing, spreadsheet, and database software applications for Macintosh and/or IBM systems.

Standard office practices, methods, and computer equipment.

Safe work practices.

Interpersonal skills necessary to effectively work with students in a school environment.

Skill and Ability to:

Operate modern office equipment.

Operate a variety of highly technical computer, multi-media and peripheral equipment.

Read, evaluate, interpret, and follow technical documentation including manuals and simple wiring diagrams.

Solve system problems with little or no direction.

Determine procedures to be used to maintain computer lab.

Plan and organize work to meet schedules and timelines.

Work under limited supervision within a broad framework of standard policies and procedures.

Effectively coordinate and monitor data processing activities with designated users.

Write technical specifications, guidelines, and procedures for hardware and software.

Evaluate, develop, maintain, and implement software applications.

Effectively train users in proper operation of computer systems.

Respond to requests and inquiries from users.

Analyze situations carefully and adopt effective courses of action.

Skill and Ability to (Continued):

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive harmonious working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Equivalent to the completion of two years of college level course work in computer technology and usage.

Experience:

Two years of experience in computer technology and usage, including media technology.

SPECIAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:

Ability to sit, stand, kneel, climb, crouch, squat, stoop, reach, twist, and lift 50 lbs; exposure to electrical hazards and mechanical hazards.

Approval Date: April, 1996.